



Gold Coast Campuses at Southport & Coolangatta - Ph (07) 5526 6222 | Brisbane Campuses at Carina & Fortitude Valley - Ph (07) 3398 4488  
Email: info@eagleacademy.com.au | Xamerg Pty Ltd | ABN 12 095 436 034 | CRICOS No 02480G | RTO 30895

# STUDENT HANDBOOK



STUDY IN AUSTRALIA

# Welcome to The Eagle Academy – Why would you study anywhere else?

## From the CEO

Welcome to the Eagle family. As you will see on the following pages, The Eagle Academy is Australia's best choice if you are seeking quality education and training at an affordable price.

Our aim is to provide the highest quality of teaching, in quality surroundings, to give our students a unique experience. We pride ourselves in offering a unique range of courses delivered by friendly and expert trainers who really care about our students.

I would like to welcome you to the Academy, and trust that your course is everything you hoped it would be, and maybe even more. Most importantly, I hope that you enjoy your time with us, and spread the word to your friends. Please let me know if I can be of assistance at any time.

Greg Knitter  
CEO



*Mr Knitter is a qualified and Registered Teacher with over 30 years of experience in teaching, coaching, sports administration and educational administration at all levels. He has coached literally hundreds of state and regional level champions in a range of sports. He has been the Principal of an International Primary and Secondary College, and founded The Eagle Academy in 2003. His extensive knowledge and ability in the areas of international education, and leadership make him the perfect person to lead our Academy.*

## Partnership Arrangements

The Eagle Academy currently has partnership arrangements with renowned specialist sports training providers and establishments. Depending on the location and electives you choose, and your desired timetable, you may find that some of your training is delivered by these specialists. If ever you wish to change to either have more, or less, of this specialist training, just ask! We are proudly in partnership with:

- Broadbeach Surf School
- Devocean Dive Centre
- Australian Boating College
- Paramount Adventure Centre
- Pinnacle Sports
- Ocean Training Academy
- Clem Jones Sports Centre Brisbane
- Jetts Fitness Fortitude Valley

## Mission Statement

It is The Eagle Academy's mission to:

- Provide the highest quality of training possible at an affordable price
- Ensure client satisfaction wherever possible
- Develop students who demonstrate respect for themselves, others and their environment
- Ensure the well-being and safety of all our students
- Provide appropriate pastoral care to all our students
- Make all our students feel valued and respected
- Develop the best resources, facilities and services
- Maintain the highest standards of teaching
- Foster global citizenship
- Foster intercultural understanding in a friendly environment
- Empower learners to reach their individual potential and goals
- Develop relationships between other relevant business organisations & our students that are mutually beneficial and rewarding.

## Courses & Campuses

	Fortitude Valley (Bris Centre)	Carina (Bris East)	Southport (GC Centre)	Coolangatta (GC South)	Course Length	Included holidays	Tuition weeks
<b>COURSES</b>							
SIS10115 Certificate I in Sport & Recreation		•	•	•	16	6	10
SIS20115 Certificate II in Sport & Recreation		•	•	•	28	8	20
SIS30115 Certificate III in Sport & Recreation		•	•	•	52	12	40
SIS50612 Diploma of Sport Development		•	•		52	12	40
SIS30315 Certificate III in Fitness	•	•	•		52	12	40
SIS40215 Certificate IV in Fitness	•	•	•		52	12	40
SIS40313 Certificate IV in Outdoor Recreation (A,B,C)		•	•		52	12	40
SIS40313 Certificate IV in Outdoor Recreation (D)		•	•		52	12	40
BSB10115 Certificate I in Business	•		•	•	28	8	20
BSB20115 Certificate II in Business	•		•	•	40	10	30
BSB30115 Certificate III in Business	•		•	•	52	12	40
BSB40215 Certificate IV in Business	•		•	•	52	12	40
BSB50215 Diploma of Business	•		•	•	40	10	30
BSB60215 Advanced Diploma of Business	•		•		52	12	40
BSB61015 Advanced Diploma of Leadership and Management	•		•		80	20	60
General English (ELICOS)*	•		•	•	12 - 68	2-18	10-50
English for Academic Purposes with IELTS Prep (ELICOS)*	•		•		12 - 52	2-12	10-40
IELTS Preparation (ELICOS)*	•		•		12 - 28	2-8	10-20
<b>FACILITIES</b>							
Wi-fi for student use	•	•	•	•			
Computers for student use	•	•	•	•			
Modern Classroom resources	•	•	•	•			
Library access on and off site	•	•	•	•			
Fully equipped gym		•	•	•			
Group exercise classes		•	•				
Showers		•	•				
Ovals		•	•				
50m outdoor heated pool		•					
On site Basketball courts		•					
SCUBA lessons (off site)			•	•			
Surfing lessons (off site)		•	•	•			
Rock climbing lessons (off site)		•	•	•			
Mins to closest city via Bus/ Train Service	5	25	10	1			
Flexible time tables	•	•	•	•			
Student Fridges/Microwaves	•	•	•	•			

## Standards for RTOs, ESOS Act & National Code

Please be aware that many of our policies and procedures derive from legislation under the Standards for RTOs, ESOS Act 2000 and the current National Code for providers.

The links to these documents are as follows:

Standards for RTOs: <https://www.legislation.gov.au/Details/F2017C00663>

ESOS Act: <https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOS-Regulations/Pages/default.aspx>

National Code: <https://www.legislation.gov.au/Details/F2017L01182>

## Policies & Procedures

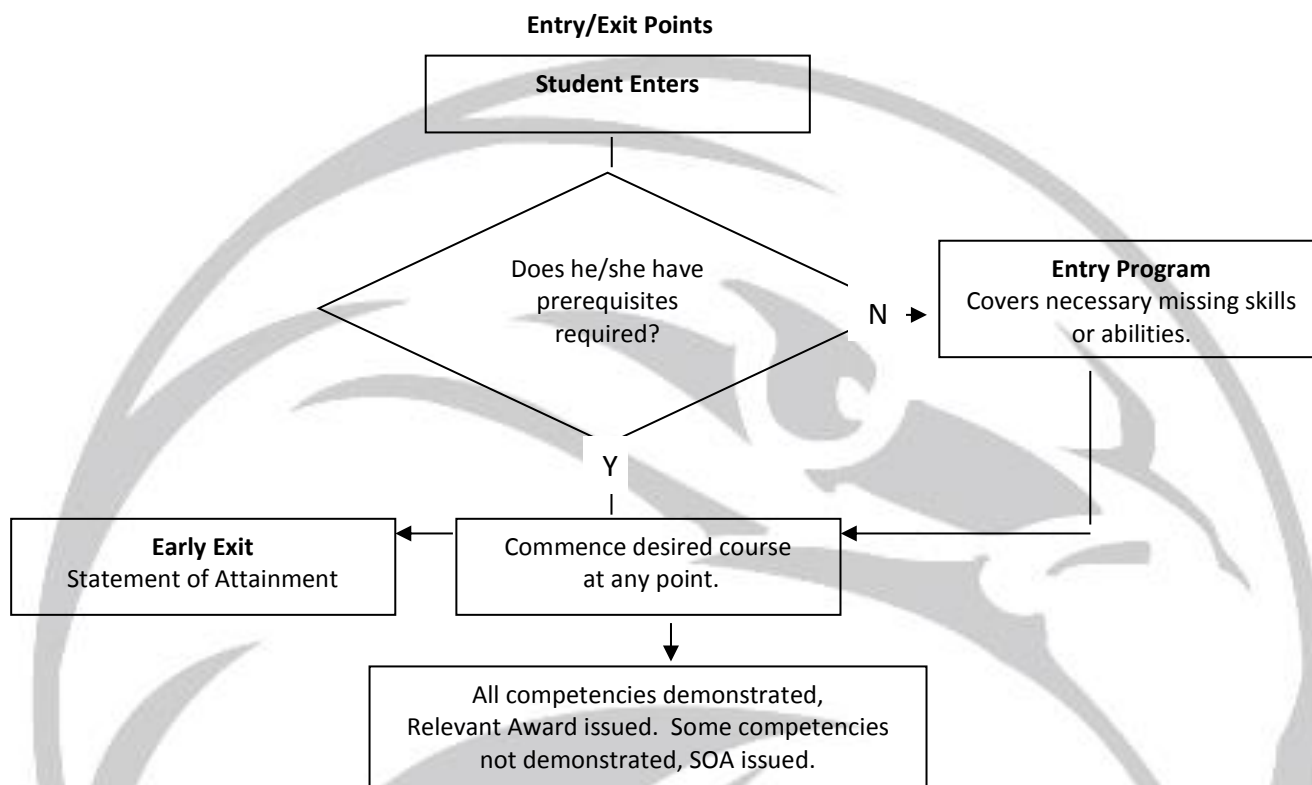
The Eagle Academy policies and procedures (including progress, attendance, cancellation, refunds, appeals, complaints, etc) can be found on the download page of our website: <http://eagleacademy.com.au/downloads/>

## Entry and Exit Points

### Entry Requirements

Students must comply with the following criteria to be accepted into a course.

- Appropriate English level
- Prior learning or life experience to an appropriate level.
- At least 14 years of age.
- An ability to cope with the educational content.



Each week concentrates on a “Focus Unit(s)”, and as such students can enter at any time. In the event of a student not having required skills to do the course, the CEO will organise a suitable program for the individual to catch up on these. Students can exit at any point and attain a ‘Statement of Attainment’ outlining competencies.

## English Language/ Academic or Requirements

Students who enrol in any of the courses offered at The Eagle Academy need an appropriate level of English. Our entry requirements are outlined on the various course information sheets:

\*English Language Levels are equivalent to the NRS (National Reporting System) Levels of assessment. A student may present IELTS or other test results as an indication of English proficiency, or assessment of a formal or informal manner may be undertaken by the Campus Manager. This may be a telephone interview, or simply based on the completion of the enrolment form, or the advice or others such as agents. In some cases, a test may be required at the CEO’s discretion.

The requirements for each course vary, and students will complete the comprehensive ‘Application for Enrolment’ form and we will assess each application and supporting documentation on its merits. Potential students **MUST** advise the CEO if they have not completed the equivalent of the Academic requirements of a course.

International Students from some countries may also be required to meet English standards as set down by the Australian Government. Check with your Australian Embassy, Agency, or your Agent, if you are unsure.

Trainers now also monitor students for LLN (Language Literacy and Numeracy) abilities and requirements. LLN support will be provided to students where necessary on a needs basis.

## **Direct Credit/Recognition Of Prior Learning**

Students can apply for Recognition of Prior Learning, or Direct Credit. This may reduce course time. Please read the RPL & Direct Credit Policy on the website for more information.

## **Academic Year**

The year is divided into 20 week semesters, or 10 week terms (as study periods depending on the course being undertaken), with breaks (vacation periods) as follows:

April:	2 weeks
June/July:	2 weeks (Every 3-5 years there is a 3 week break in the middle of the year)
September:	2 weeks
December/January:	6 weeks

Because of continuous entry, students' individual study periods conclude at 10, or 20 weeks after commencement. There may be a possibility of varying some holiday weeks for certain students depending on start date and Certificate level. See the Campus Manager. There may be a charge for that service.

## **Mode of Study**

### Domestic

- Face to Face Classroom – classes onsite set to a specific timetable
- Distance Education – Workbooks are completed offsite/online
- Mixed mode – mixture of face to face & distance education

### International Student Visa

- VET: Face to face 13.5 hrs per week and by Distance Education 6.5 hrs per week.
- ELICOS: Face to face 20 hours per week

## **Timetables**

You may choose to study at the Fortitude Valley Campus (Brisbane Central), Southport Campus (Gold Coast), the Coolangatta Campus (Gold Coast), or the Clem Jones Centre Campus (Carina, East Brisbane). Each course and campus has a slightly different Timetable. We can also modify an individual Timetable to suit (within our own Core delivery times) you, especially where you choose electives that require attendance at a partner school, or have access and Equity requirements.

In all cases our courses have a main theory day/s where Lectures are delivered, skills are taught, and observation sessions occur for assessment purposes. VET courses then offer a range of supervised practice sessions where learned skills can be developed further, context sessions, partner provided electives, and tuition sessions at which holistic development can occur, or assistance with any unit, or the Language, Literacy or numeracy aspects of the course can be enhanced.

International VET Students are expected to attend the main day/s, as well as enough other sessions to make up their required 13.5 hours per week (minimum) at campus (or other partner providers) and then also complete 6.5 hours per week completing Distance Education workbooks and learning. International ELICOS students are expected to attend 20 hours per week.

## **Fees**

Each course offers a range of Fees to suit various budgets and requirements. A more detailed Price and Payment sheet is available from the Academy. Fees generally would not change during a course, however if a price rise occurs in a service not provided directly by us, for example surfing lessons, then The Eagle Academy reserves the right to pass that increase on to consumers.

Penalty fees may be charged where students request a change to the enrolment, payment schedule, course or materials. Please read the Other Fees list on the website for more information.

Eligible domestic students may also be able to access Queensland Government Funding under a VET Investment Program. If you would like to know more about funding eligibility criteria please contact your local administration team.

## **Induction and Orientation Session**

Induction is important to us, and occurs on your first day. You will be sent an online induction form to complete before you attend your induction day. This online form includes all the important information that will be discussed at your induction.

On your arrival at The Eagle Academy, you are taken through an Induction session / Orientation Program during which you are given useful information about the study program, local services and the facilities we use for your course.

Each campus has unique features and courses, and these will be outlined to you at Induction, or you may visit our website, or the campuses, to find out more about each campus.

During the Induction & Orientation Program, you will have an informal interview and, if necessary, a short literacy and numeracy test to determine whether you need literacy support. You will then be taken on a tour of your venues for learning, and introduced to your teachers. As part of your orientation, you will also be taken through information contained in the Student Handbook, Policies & Procedures found on the download page of the website.

Staff will do their best to help you settle into your new environment, and assist you wherever possible. If you require the services of a professional counsellor or lawyer, they will access an appropriately qualified person for you to speak with. If you need help with anything at all, then is a good time to ask.

## **Attendance & Progress Monitoring**

### **Domestic**

- Your progress will be checked informally throughout your course and formally at the end of the course. Once finished students will receive either a Statement of Attainment or Certificate for competencies achieved. For Qualification courses see the separate information pages for each course, but students are assessed by short knowledge tests, demonstrating competencies, and completion of workbooks or activities. Current and past students can access their progress records and certification at any time by request to administration.

### **International Student Visa**

- **ELICOS Students:** Your Visa conditions require you to attend 20 hours face to face course schedule hours per week as well as progress satisfactorily.
- **VET Students:** Your Visa conditions require you to progress satisfactorily. It is the student's responsibility to attend the expected hours per week to progress satisfactorily. Students are expected to study 20 hours a week as per their VISA regulations. At The Eagle Academy we break those 20 hours down into 13.5 hours of contact/lecture time (time at school) and 6.5 hours of distance education (homework) a week. To progress satisfactorily the students need to pass at least 50% of their units covered in each study period.

## **Deferral/Suspension**

Students can apply to defer their start date or suspend their studies at no cost if they have a compassionate/compelling reason that is supported by acceptable evidence. Please read the Deferral/Suspension Policy on the website for more information.

## **Notional Time**

Students may complete the courses at any time, should they be deemed competent in all units, as per the training package requirements. Due to the need for off the job lecture/tutorial sessions that are timetabled throughout the course in a sequential manner, it is most likely to take the full time to complete any course. There is no maximum time constraint, except for International students.

## **Cancellation or suspension of enrolment**

Students may have their enrolment cancelled or suspended for any of the following.

- Student request
- Government request or direction, or breach of Visa requirements.
- Bringing the Academy into dispute (e.g. Severe Breach of Code of Conduct)
- Failure to abide by enrolment conditions

In all cases students have appropriate lines of appeal.

## Under 18 Students

Under 18 students will be accepted under certain circumstances. Please read the Under 18 Policy on the website for more information.

## Trainers

The minimum standards of all Eagle Academy trainers/ coaches are as follows (as applicable to their sport/ activity): The ratio of trainers: students varies according to the sport designated safety guidelines, or other legislative requirements. For example the maximum in a surfing class is 1:8 whereas in most lectures you will find a maximum of 1:25.

Our trainers all have the required:

- Training and Assessment Qualifications (or are under supervision, and studying to attain the Qualification).
- Vocational Competencies and experience in the areas delivered to the standard required.
- Membership of a Coaching/ Fitness/ Industry Organisation where required.

## Student Code Of Conduct

Students are required to observe this standard of conduct.

1. As a student of The Eagle Academy you are expected to co-operate fully by taking the responsibility for your own attendance & progress, through diligent preparation for, and participation in, all classes you attend. This requires showing concern for the needs of others to pursue their studies without interference, behaving appropriately at The Eagle Academy, or other places of study, and respecting the authority of all trainers and other members of staff.
2. The Eagle Academy requires appropriate clothing to be worn.
3. It is essential that students develop respect for themselves as individuals and as students of The Eagle Academy. The Eagle Academy therefore requires you to conduct yourself at all times in a manner which will enhance the reputation of The Eagle Academy. Good manners and attitude are very important at The Eagle Academy. Staff expect a very high standard to be maintained. You are expected to act in a polite, responsible way, and follow proper directions from trainers. Offensive behaviour, including the use of bad language, physical violence, use of alcohol or illegal drugs, gambling, stealing, or causing injury to another, will not be tolerated.
4. Since real concern for others shows itself in the proper and thoughtful treatment of their property, you are expected to gain permission to use other people's property. This applies regardless of whether the property belongs to an individual, The Eagle Academy, or other bodies.
5. All students are expected to participate fully and responsibly in The Eagle Academy's program. While VET courses have no attendance monitoring, there is an expectation of regular attendance, and full participation in activities.

Potential students must read the above document, and agree to uphold the rules of The Eagle Academy including the "Code of Conduct". You must realise that should you act in a way not reflective of the intent of this code, that action may be taken against you, and such action may include **suspension or even termination of your enrolment**, with no refund of fees.

## General Information about Life in Australia

**CAMPUS LOCATIONS:** The Eagle Academy is situated at

- Level 1, 70 Griffith St, Coolangatta
- 56 Narang St, Southport
- Level 1, 56 Zahel St, Clem Jones Centre, Carina
- Level 1, 360 St Pauls Terrace, Fortitude Valley

Our learning environments range from world class facilities to the best beaches in the World. It is a great place to study.

**CLIMATE:** Brisbane and the Gold Coast enjoy a sub-tropical climate with average daytime temperatures ranging from 18o C in June to 35oC in December. Cool sea breezes and sunny blue skies make the Gold Coast and Brisbane very pleasant places to visit and live in.

**LOCAL SERVICES:** Large shopping precincts or shopping centers are within approximately 5 minutes of all campuses.

**ACCOMMODATION:** Adult students can choose to arrange their own accommodation. Assistance will be given to those requiring help. Please contact your campus manager who will direct you to the accommodation officer who will assist you with the various options available to you. Options may include homestay where meals and accommodation are provided, share accommodation or leased accommodation as well as short term options.

Homestay: <https://www.homestaynetwork.org/>

Brisbane Student Accommodation: <https://studentone.com/>

Gold Coast Student Accommodation: <http://www.nexusplace.com/>

Accommodation sharing: <https://flatmates.com.au/>

**LIVING EXPENSES:** The cost of living in Australia depends on the individual, but typically you could expect to require between \$350 per week plus accommodation expenses (depends on arrangement but may vary from \$100 to \$400 per week).

**DEPENDANTS and SCHOOLING:** If you have dependants, they may be required to attend school in Australia. While we cannot give migration advice to determine if they do, we do offer assistance to look at the wide range of schooling options, such as our state schooling system, or independent schools. Please ask the CEO (an ex-school Principal).

**SAFETY IN AUSTRALIA:** Australia is considered to be “The lucky country” because of our beaches, outback, relaxed way of life, and leisure pursuits, as well as our love of sport. Enjoy it while you are here, but please take care of yourself at all times.

Australian’s are considered as amongst the friendliest and most helpful people in the world. If you need help, ask.

Like any country however, there are bad elements in our society.

- Keep your passport in a safe place (\*Hint: Keep a photocopy of your passport in a separate place).
- Lock your apartment, house, bicycle, car, etc.
- Be CAREFUL at NIGHT. Do not walk home alone at night.
- Do not hitchhike.
- Don’t trust strangers.
- Don’t swim in Gold Coast or Brisbane canals (bull sharks live and feed there)
- Only swim between the flags at the beach and never swim at night, or on unpatrolled beaches. This is very dangerous.
- In the sun, wear a hat and sunglasses, and use sunscreen.
- If you see a snake, give it lots of room and report it to someone. Snakes are protected, but they will be removed from populated places by experts. Do not handle Australian snakes. We have all of the world’s most deadly snakes.
- EMERGENCIES DIAL 000 or 112 (from Mobiles) – Ambulance / Police / Fire Brigade.
- Don’t be afraid to ask again:
  - “Please repeat that”
  - “I’m sorry but I don’t understand”
  - “Please explain that”
- Look at the person’s face when you speak.
- Public Spitting is considered rude behaviour in Australia
- Littering is considered bad behaviour in Australia.
- Women and men are treated as equals.
- You should remove hats when inside.
- Show respect to EVERYONE – family, teachers, fellow students, etc.

## **Welfare & Support Services**

Students can access support by simply asking any staff member. If the staff member cannot assist, they will refer you to the CEO or a Manager (student contact officer) who will endeavour to assist you in finding the most appropriate service for you.

**English Language Support:** Your course has Language entry requirements. You may be required to sit LLN assessment tests if you or the staff believes that you cannot cope with your course because of your English language ability. A meeting would then determine the best course of action. If your requirement is not as a result of a major shortfall in ability, you may be required to get English support (or you may choose it). If this is the case, we offer English Language support in tutorial sessions, or special sessions. Ask your trainer or the Campus Manager if you would like this assistance.

**Academic Guidance:** Should you require academic or career guidance, you may simply request this from any trainer, or the Campus Manager. Depending on the type of advice you require, we will arrange for you to meet with an appropriate member of staff, or the CEO. Sometimes if we are concerned about your progress, we will initiate the meeting (See Progress Policy on the website download page for more details <http://eagleacademy.com.au/downloads/>).

**Distance Education Assistance:** Students who have distance education components within their course can contact their trainer via the learning management system (OLC or Catapult), email or phone at any time. Trainers will endeavour to respond to contact within 72 hours. Trainers will also follow up with students who complete all study via Distance Education on a monthly basis.

**Counselling & Guidance Services:** Japanese, Spanish, Chinese, Korean, Thai, French, Malay/Indonesian and Italian speaking counsellors/ guidance officers are available on request. We may even be able to find counsellors who speak other languages. You simply need to see staff to arrange an interview. The first hour is at the Academy's expense.

**Social Activities:** At least once a week there will be some type of game or activity organised where you can relax and get to know your fellow students in a social context. There are also cafes on all campuses where you can mix socially. Watch out for our Table



Tennis competitions, volleyball games, and of course the end of year inter-campus sports and social event. For other information about social events not run by The Eagle Academy, ask a friendly staff member.

**Legal Services:** Caxton Legal Centre's objects are to provide legal and social welfare services to low income and disadvantaged persons in need of relief from poverty, distress, misfortune, destitution and helplessness, and to educate such people in legal, social welfare and related matters. [https://caxton.org.au/about\\_us.html](https://caxton.org.au/about_us.html)

**Library:** Students can access the small Professional Libraries at each campus, and all campuses have arrangements with nearby Libraries that enable student membership.

**Wi-Fi & E-Mail:** Students have access to the Internet via wi-fi in all campuses, and through the Academy's computers. Laptops will need to be booked out from the Office and rules apply to their use. A deposit may be required.

**Lifeline:** Service details - Lifeline provides crisis support, suicide prevention and mental health support services across Australia. These can include stresses from work, family or society and physical and mental wellbeing. Lifeline offers support services by phone or through their online chat available on their website. Contact details - 13 11 14

**Kids Helpline:** Service details - If you're between 5 and 25 and you're feeling depressed, worried, sad, angry or confused about things like your studies personal relationships, Kids Helpline offers free 24 hour, 7 day telephone counselling support (anonymous if you prefer). Contact details - 1800 551 800

**Sexual Assault counselling service:** Contact details - Search online for 'rape crisis centre' in your home state. Service details - If you, or anyone you know, has experienced or is at risk of sexual assault, call one of the state-based sexual assault counselling services. These provide a free 24 hour, 7 day a week telephone counselling service (anonymous if you prefer). Many are connected to hospitals or government health departments to help you if the assault has left you with injuries.

**Beach Safe App:** Users of the Beachsafe app can access detailed information about Australia's approx. 12,000 beaches including weather and forecasts, tide, swell, water temperature, service patrol periods, Surf Life Saving Clubs, regulatory and hazard information! You can even view real-time, on the day hazard and beach status information as well as up to date images of the current beach conditions! This is available during spring and summer on weekends for most of the major beaches along the coastline where a Surf Life Saving service is present. Take advantage of the new **multilingual features** allowing **translation into over 60 languages**.

<http://lifesaving.com.au/beach-safety/beach-safety-app/>

**Finding Work:** There are plenty of ways to find work that suits you, including:

- Newspapers and online job sites such as [www.seek.com.au](http://www.seek.com.au) and <https://jobsearch.gov.au/job>.
- The Eagle Academy Noticeboard and Facebook
- Register your details at a recruitment firm; many of them help place people in casual or short-term work.

If you need assistance writing your resume, you can head to <https://www.seek.com.au/career-advice/resume-cv>

**Fair Work:** Gives you information and advice about your workplace rights and obligations. <https://www.fairwork.gov.au/>

**Brisbane Student Hub:** The Brisbane Student Hub is a free, welcoming support service for international students in Queensland. The Brisbane Student Hub, located at The Edge, State Library of Queensland, provides information, advice and referrals on healthcare, employment, budget management, accommodation and legal services, as well as connecting students to local events and activities.

<https://mdaltd.org.au/brisbanestudenthub/>

### Some Helpful Contacts

Department of Home Affairs - 131 881 <https://www.homeaffairs.gov.au/>

Translating and Interpreting Services -131 450

Study in Australia - (07) 3852 5511 <https://www.studyinaustralia.gov.au/>

Australian Federation of International Students - <http://www.afis.org.au/>

Overseas Student Ombudsman - 1300 362 072 <http://www.ombudsman.gov.au/about/overseas-students>

## Emergency Services

### National Emergency Services

The national telephone number for all emergency services in Australia including **AMBULANCE**, **FIRE**, and **POLICE** is "**000**". 000 calls are answered by a Telstra Operator who will ask which service you require - Police, Fire or Ambulance. The operator will ask relevant questions, and arrange an appropriate response from the local Police, Ambulance or Fire Service.

### Emergency App: <http://emergencyapp.triplezero.gov.au/>

The **Emergency+** app is a **free** app developed by Australia's emergency services and their Government and industry partners. The app uses **GPS functionality** built into smart phones to help a Triple Zero (000) caller provide critical location details required to **mobilise emergency services**.

### Safety & Emergency Smart Phone Features

**iPhone (iOS11):** It's simple to use, and once it's set up (in most cases it's actually enabled by default), you can initiate a call to local emergency services by pressing the power button 5 times in a row, even when your phone is locked.

**Samsung Galaxy:** It isn't enabled by default, but once set up, you can send an emergency alert to 4 pre-selected contacts by pressing the power button on your device 3 times in a row.

**Poison Information Centre:** Service details - Provides advice on the management, assessment and treatment of poisonous products including non-prescription pharmaceuticals, household and industrial chemicals, and plant and animal venom. Contact details - 131 126

### Non Emergencies

If you require the assistance of these services for routine matters and non-emergency situations then you should call the local number of the required service nearest you. These numbers and other 24-hour emergency numbers can be found in the local White Pages telephone directory or you can search the [Australian White Pages](#) online.

## Public Transport to and from Campus

**Fortitude Valley** - There is a bus stop at the front of the campus on St Pauls Terrace and a train station 300m from the campus.

**Carina** - There are bus stops on both sides of the campus – Zahel St & Stanley Rd.

**Coolangatta** - There is a bus stop just 2 minutes from the campus on Griffith St.

**Southport** – There is a tram station directly in front of the campus on Nerang St and bus stops just 1 minute from the campus.

## Unique Student Identifier

By completing the enrolment form students agree to give The Eagle Academy (Xamerg Pty Ltd) the authority to create a USI or locate a USI on their behalf.

If you do not already have a Unique Student Identifier (USI) and you want The Eagle Academy to apply for a USI to the Student Identifiers Registrar (Registrar) on your behalf, The Eagle Academy will provide to the Registrar the following items of personal information about you:

- your name, including first or given name(s), middle name(s) and surname or family name as they appear in an identification document;
- your date of birth, as it appears, if shown, in the chosen document of identity;
- your city or town of birth;
- your country of birth;
- your gender; and
- your contact details.

The personal information about you that we provide to the Registrar, including your identity information, is protected by the Privacy Act 1988 Cth (Privacy Act). The collection, use and disclosure of your USI are protected by the SI Act.

You can find further information on how the Registrar collects, uses and discloses the personal information about you in the Registrar's Privacy Policy <https://www.usi.gov.au/documents/privacy-policy> or by contacting the Registrar (Ph: 1300 857 536).

## Agreed Services

Where there are any changes to agreed services, The Eagle Academy will advise affected learners as soon as practicable, including in relation to any new third party arrangements or a change in ownership or changes to existing third party arrangements.

## Privacy Policy 170822

### Statement

**The Eagle Academy is bound by and committed to meeting the requirements under the Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Cth), which amends the Privacy Act 1988, by complying with the Australian Privacy Principles (APPs).**

Students providing personal information to The Eagle Academy should be aware that by law this information may be made available to Commonwealth and State agencies and the Director of the Tuition Protection Scheme, pursuant to obligations under the ESOS Act 2000 or other relevant legislation, and the current National Code; and that The Eagle Academy is required, under s19 of the ESOS Act 2000, to tell the Department about certain changes to the student's enrolment: and any breach by the student of a student visa condition relating to attendance or satisfactory academic performance. This information includes personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach by the student of a student Visa condition.

Please read our Privacy Policy which is available on our website ([www.eagleacademy.com.au](http://www.eagleacademy.com.au)) or in printed form by request.

## Access and Equity Policy 130423

The Eagle Academy values Social Justice. The Academy is committed to acknowledging and providing for the right of all people to have fair access to the services of society, to be treated in caring and equitable ways, and to live with dignity in an environment free from bias, prejudice, and discrimination. **All staff at the Academy, and any trainers, share the responsibility that our Policy is adhered to at all times.**

The Eagle Academy is committed to Equal Opportunity and recognises its responsibilities under both State and Federal anti-discrimination legislation. To this end we are striving to promote non-discrimination against any person on the grounds of sex, sexual preference, marital status, pregnancy, race, political or religious conviction, disability, or age. We are likewise striving to create a harassment-free environment, and promote equality of opportunity for disadvantaged groups, and bias-free communication.

New students to the Academy are assessed for Language, Numeracy and Literacy if in the opinion of the CEO that student may not be able to cope with the LLN requirements of the course, as determined at Induction interview.

Students who feel that the Academy's Access and Equity Policy has been breached are encouraged to follow the Grievance Policy above until the issue is satisfactorily resolved.

## Harassment Policy 130423

The Eagle Academy is committed to ensuring that the working environment is free from sexual harassment. Sexual harassment will not be tolerated under any circumstances and disciplinary action will be taken against any employee or student who breaches this policy.

### **Objectives regarding sexual harassment:**

The Eagle Academy aims to:-

1. Create a working environment which is free from sexual harassment and where all students and staff are treated with dignity, courtesy and respect;
2. Implement training and awareness raising strategies to ensure that all students and employees know their rights and responsibilities;
3. Provide an effective procedure for complaints based on the principles of natural justice;
4. Treat all complaints in a sensitive, fair, timely and confidential manner;
5. Guarantee protection from any victimisation or reprisals;
6. Encourage the reporting of behaviour which breaches the sexual harassment policy;
7. Promote appropriate standards at all times

### **Definition of Sexual Harassment:**

Whilst there appears to be no single, universally accepted definition of sexual harassment, the definition adopted by The Eagle Academy is consistent with the legal definition.

Sexual Harassment is defined as any unwanted, unwelcome or uninvited behaviour of a sexual nature, which makes a person feel humiliated, intimidated or offended. Sexual harassment can take many different forms and may include physical contact, verbal comments, jokes, propositions, the display of offensive material or other behaviour, which creates a sexually hostile environment.

### **Examples of Sexual harassment include:**

- Uninvited touching
- Uninvited kisses or embraces
- Smutty jokes or comments
- Making promises or threats in return for sexual favours
- Displays of sexually graphic material including posters, pin-ups, cartoons, graffiti, or messages left on notice boards, desks or common areas
- Repeated invitations to go out after prior refusal
- “flashing” or sexual gestures
- sex-based insults, taunts, teasing or name-calling
- staring or leering at a person or at parts of their body
- unwelcome physical contact such as massaging a person without invitation or deliberately brushing up against them
- touching or fiddling with a person’s clothing e.g. lifting up skirts or shirts, flicking bra straps, or putting hands in a person’s pockets
- requests for sex
- sexually explicit conversation
- persistent questions or insinuations about a person’s private life
- offensive phone calls or letters
- stalking
- offensive e-mails or computer screen savers

### **What Sexual Harassment is not:**

Sexual harassment is not behaviour which is based on mutual attraction, friendship and respect. If the interaction is consensual, welcome and reciprocated it is not sexual harassment.

### **Sexual Harassment is against the Law:**

Sexual harassment is prohibited by the Federal Sex Discrimination Act, 1984, and the Anti-Discrimination Act, 1991 (Qld).

### **Circumstances in which Sexual Harassment can occur:**

Sexual harassment is not just unlawful during normal Academy hours or on the campus itself. The behaviour is illegal in any Academy-related context, including travelling to the Academy, conferences, camps, Academy functions and parties, excursions etc.

### **The Consequences that can be imposed if this Policy is breached:**

Depending on the severity of the case, consequences can include an apology, counselling, suspension, expulsion or dismissal, or other forms of appropriate disciplinary action. Immediate disciplinary action will be taken against anyone who victimises or retaliates against a person who has complained of sexual harassment. Students who feel that the Academy's harassment Policy has been breached are encouraged to follow the Grievance Policy guidelines until the matter is satisfactorily resolved.

# Academic Calendar - 2019

2019																											
Mon Commencement							Public Holidays							VET & ELICOS Holidays													
Brisbane Public Holiday							Gold Coast Public Holiday							VET Holidays													
January							February							March													
Wk	M	T	W	T	F	S	S	Wk	M	T	W	T	F	S	S	Wk	M	T	W	T	F	S	S				
		1	2	3	4	5	6	2					1	2	3	6					1	2	3				
	7	8	9	10	11	12	13	3	4	5	6	7	8	9	10	7	4	5	6	7	8	9	10				
	14	15	16	17	18	19	20	4	11	12	13	14	15	16	17	8	11	12	13	14	15	16	17				
1	21	22	23	24	25	26	27	5	18	19	20	21	22	23	24	9	18	19	20	21	22	23	24				
2	28	29	30	31				6	25	26	27	28				10	25	26	27	28	29	30	31				
April							May							June													
Wk	M	T	W	T	F	S	S	Wk	M	T	W	T	F	S	S	Wk	M	T	W	T	F	S	S				
	1	2	3	4	5	6	7	3			1	2	3	4	5	7						1	2				
	8	9	10	11	12	13	14	4	6	7	8	9	10	11	12	8	3	4	5	6	7	8	9				
1	15	16	17	18	19	20	21	5	13	14	15	16	17	18	19	9	10	11	12	13	14	15	16				
2	22	23	24	25	26	27	28	6	20	21	22	23	24	25	26	10	17	18	19	20	21	22	23				
3	29	30						7	27	28	29	30	31				24	25	26	27	28	29	30				
July							August							September													
Wk	M	T	W	T	F	S	S	Wk	M	T	W	T	F	S	S	Wk	M	T	W	T	F	S	S				
	1	2	3	4	5	6	7	3				1	2	3	4	7							1				
	8	9	10	11	12	13	14	4	5	6	7	8	9	10	11	8	2	3	4	5	6	7	8				
1	15	16	17	18	19	20	21	5	12	13	14	15	16	17	18	9	9	10	11	12	13	14	15				
2	22	23	24	25	26	27	28	6	19	20	21	22	23	24	25	10	16	17	18	19	20	21	22				
3	29	30	31					7	26	27	28	29	30	31		23	24	25	26	27	28	29					
																	30										
October							November							December													
Wk	M	T	W	T	F	S	S	Wk	M	T	W	T	F	S	S	Wk	M	T	W	T	F	S	S				
		1	2	3	4	5	6	4					1	2	3	8							1				
1	7	8	9	10	11	12	13	5	4	5	6	7	8	9	10	9	2	3	4	5	6	7	8				
2	14	15	16	17	18	19	20	6	11	12	13	14	15	16	17	10	9	10	11	12	13	14	15				
3	21	22	23	24	25	26	27	7	18	19	20	21	22	23	24		16	17	18	19	20	21	22				
4	28	29	30	31				8	25	26	27	28	29	30		23	24	25	26	27	28	29					
																	30	31									